



PATENT  
Customer No. 22,852  
Attorney Docket No. 06502.0383-00

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
Lewis CURTIS et al. ) Group Art Unit: 3629  
Application No.: 10/021,084 ) Examiner: THAI, Cang G.  
Filed: December 19, 2001 ) Confirmation No.: 8738  
For: SYSTEMS AND METHODS FOR )  
PROVIDING A CUSTOMER )  
RELATIONSHIP MANAGEMENT )  
ARCHITECTURE )

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**REPLY TO OFFICE ACTION**

In reply to the Office Action mailed April 6, 2005, the period for response having been extended to September 6, 2005, by a request for extension of two months and fee payment filed concurrently herewith, Applicants respectfully request reconsideration of this Application in view of the following remarks:

**Remarks** follow the amendment sections of this paper.

**Attachments** to this amendment include Declaration Under 37 C.F.R. § 1.131 by inventor John Crupi.